

StarFax Classic Configuration Guide



Second Edition

Introduction

Introducing StarFax Classic an innovative way to send and receive faxes over the Star2Star Network. Customers can now connect a fax machine into a specially configured AudioCodes MP-20x, Linksys SPA 3102, Linksys SPA8000, SPA8800, SPA112 or SPA232D Analog Telephone Adapter. This device will connect over the Internet to a specialized faxing server in our datacenter. We can then route your fax calls over the Internet just like your phone calls. StarFax Classic supports speeds of up to 14.4kbps with ECM (Error Correction Mode) set to **OFF** on your fax machine. Using this service, you can have an unlimited number of phone numbers pointing to a single fax machine. You can also dynamically change which ATA the phone numbers point to through the portal, in exactly the same way that you would for an extension. You can use this innovative feature at the office or remote location e.g. at home by either configuring as a local or remote device.

Support multiple fax machines by either selecting the appropriate MP-20x, SPA3102, SPA8000, SPA 8800, SPA112 or SPA232D device (multiple ports) or by using multiple ATA's.

Star2Star StarFax Classic provides the unique ability to deliver "Failover" functionality to a user defined email address or email group address. This email address is defined in the Star2Star Web Portal. With a StarFax Classic ATA in an "off-line", non-registered, non-reachable state, an incoming fax will be delivered to the designated email address as a PDF file (Portal Document Format). Please note the following:

- Only one call to DID/device will be allowed at one time. The StarFax Classic Server will "lock" a DID if there is an active call to/from that DID or a device associated with it. This lock returns a busy signal to prevent new incoming faxes while the proxy is taking place.
- If the AudioCodes ATA or Linksys SPA3102 ATA is offline and there is no Failover email address defined the fax server will return fast busy to the PSTN.
- If the AudioCodes ATA or Linksys SPA3102 ATA is offline and there is a Failover email address defined the fax server will send the received fax to the email address associated with the DID.
- The fax server will blindly accept outbound faxes (from an AudioCodes ATA, Linksys SPA3102, Linksys SPA8000, SPA8800, SPA112, or SPA232D ATA) to any number and report success to the sending fax machine. If the fax delivery to that number fails from the proxy the email address associated with the caller ID of the outbound fax will be emailed an error report.

USERS ARE STRONGLY ENCOURAGED TO DEFINE AN EMAIL ADDRESS FOR EVERY DID.



AudioCodes MP-20x



Linksys SPA3102



Linksys SPA8000



Cisco SPA8800



Cisco SPA112



Cisco SPA232D

Setup

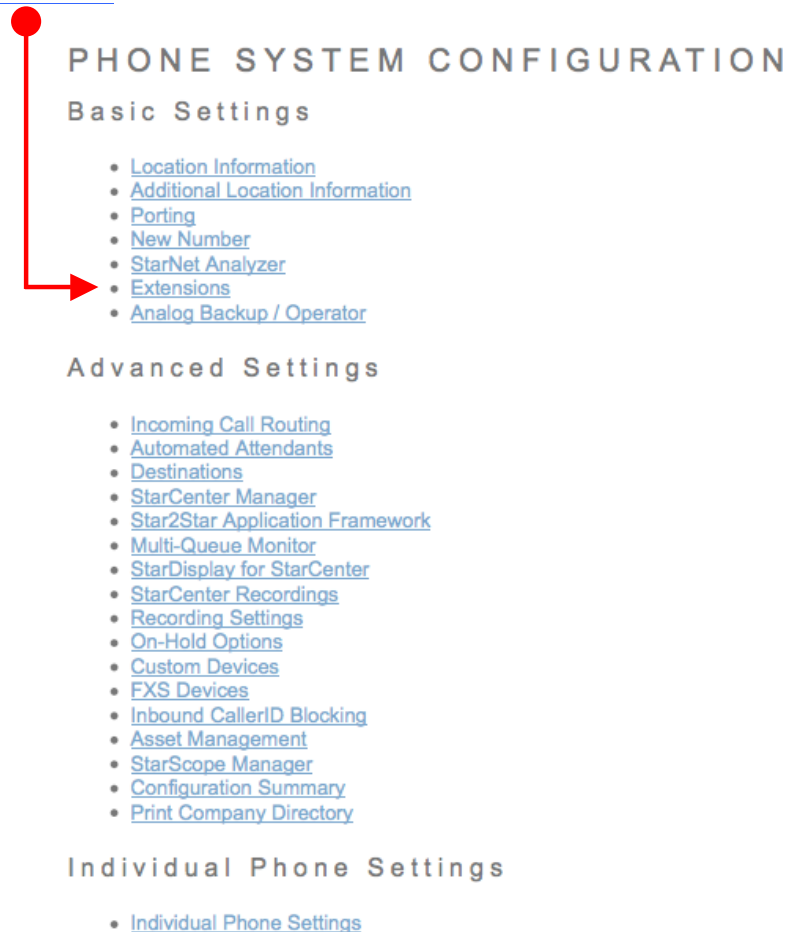
To setup StarFax Classic, please use the following web portal instructions.

Description

Access the Extensions link to add analog extensions and the analog devices.

Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Extensions](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



Setup (contd)

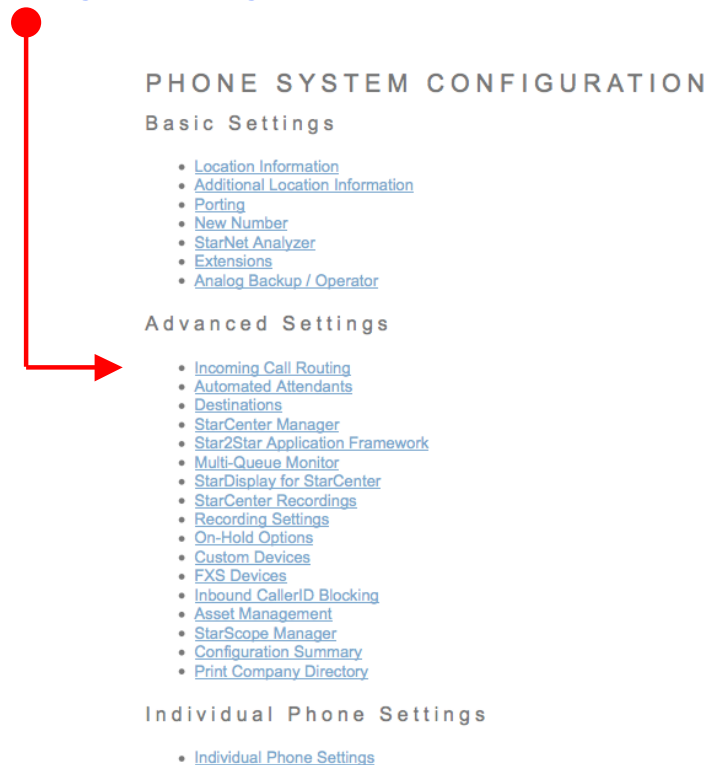
4. Add your new fax extension with no user associated.
5. Select either AudioCodes MP-201B(Fax), MP-202B(Fax) or MP-204B(Fax), Linksys SPA3102 (Fax) SPA8000 (Fax) SPA8800 (FAX), SPA232D (FAX) at the Phone drop down. See example below. The 201B and Linksys SPA3102 are single line devices. The 202B has 2 lines and the 204B has 4.
6. Set the Outgoing CallerID for each Line to the fax number(s) as appropriate.
7. Click [Add Extension](#) to complete adding the new fax extension.

Edit an Extension

User	Sample Corp, User (user@samplecorp.com)	
Extension	100	
Extension Name	Receptionist	
Enable Voicemail Box	Yes	
Phone:	AudioCodes MP-202B (Fax)	
MAC Address:	0004f2163e90	
Outgoing CallerID, Line 1	Training Room Demo Suite Default	Allow intracompany calls <input checked="" type="checkbox"/>
Outgoing CallerID, Line 2	Training Room Demo Suite Default	Allow local calls <input checked="" type="checkbox"/>
Remote Extension	<input type="checkbox"/>	Allow long distance calls <input checked="" type="checkbox"/>
		Allow international calls <input type="checkbox"/>
		Allow toll-free calls <input checked="" type="checkbox"/>
		Allow 411 calls <input type="checkbox"/>
		Hide extension from Company Directory? <input type="checkbox"/>
		Enable Call Accounting Code Prompt? <input type="checkbox"/>
		Add CACs

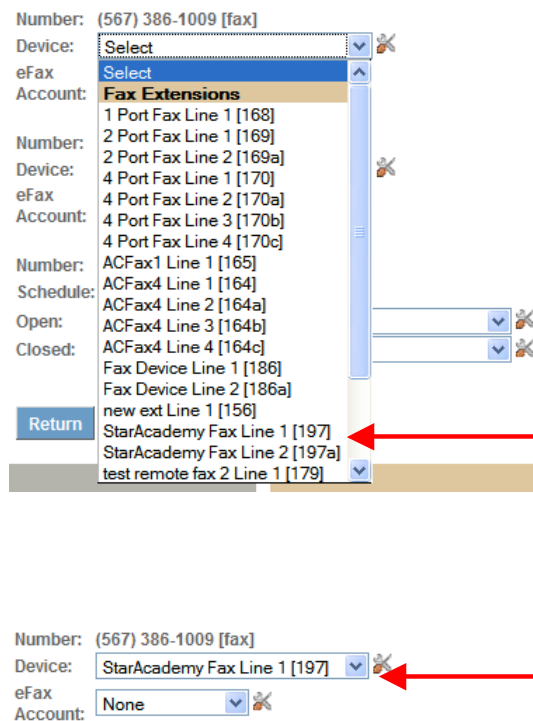
Setup (contd)

8. Select the [Incoming Call Routing](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



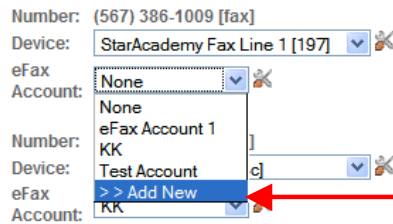
9. Locate the relevant Fax DID's on the system.

10. Click the Device drop down and select the Fax extension line appearance number as appropriate using the extension created previously in step 4. See screen shot below.



Setup (contd)

11. To setup the eFax Account (Failover email address) click the eFax Account dropdown.
12. Click Add New.

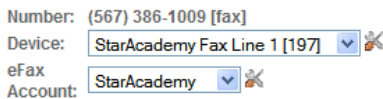


Number: (567) 386-1009 [fax]
Device: StarAcademy Fax Line 1 [197]
eFax Account: None
Number: eFax Account 1
Device: KK
eFax Account: Test Account
> Add New
Account: KK

13. Enter an eFax Account Name (descriptive name).
14. Enter an eFax email address (**Note**) Faxes will Failover and be delivered to this address if the ATA is non-reachable (see page 2 for details).
15. Click **Add**.



eFax Account Name: StarAcademy
eFax Email Address: idemy@star2star.com
Add

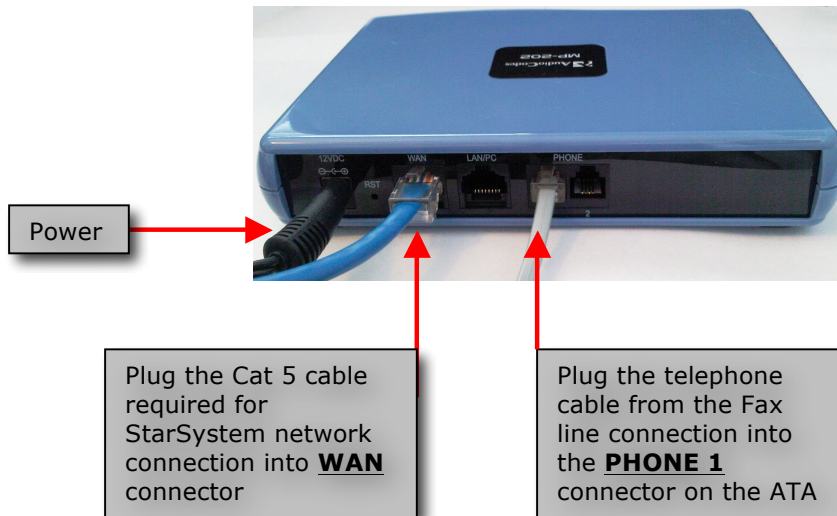


Number: (567) 386-1009 [fax]
Device: StarAcademy Fax Line 1 [197]
eFax Account: StarAcademy

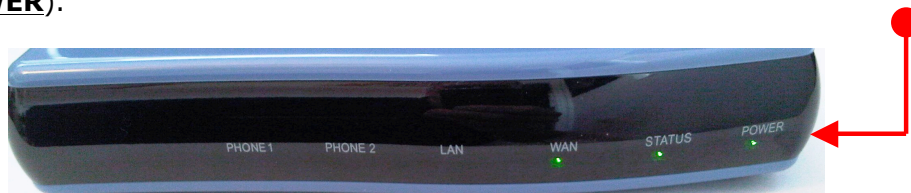
16. Remember to click **Save Changes to PBX** when done.

Connecting an AudioCodes MP-20x ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax AudioCodes MP-20x as per the picture below:



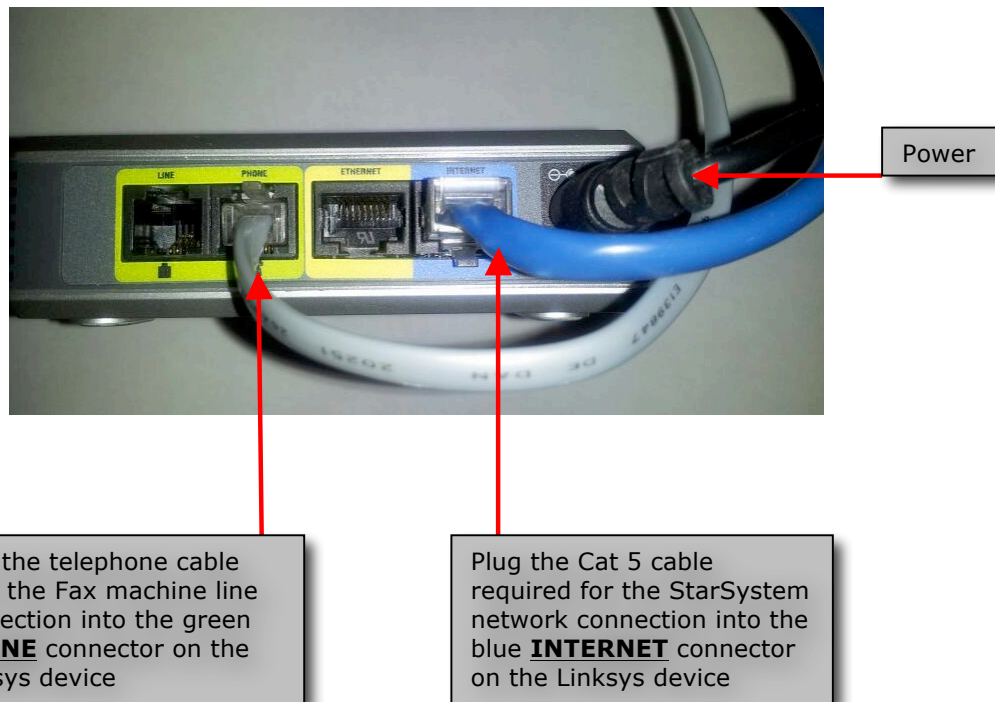
3. When correctly connected (connect power last) the device will register.
4. The Green **LAN**, **WAN**, and **POWER** LED's will show Green. The **STATUS** LED will show Red.
5. The Green **LAN** LED will go out and after approximately 45 seconds the **STATUS** LED will turn Green.
6. At this point the Fax AudioCodes MP-20x has registered (see picture below 3 steady green LED's **WAN**, **STATUS** and **POWER**).



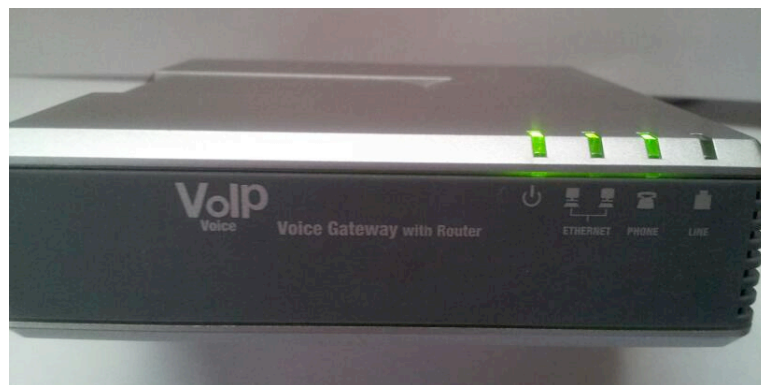
7. The following Fax settings must be applied for StarFax Classic to work successfully:
 - Set the Fax machine speed to 14.4 kbps bps
 - Set the ECM (Error Correction Mode) to **OFF**

Connecting a Linksys SPA3102 ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax Linksys SPA3102 as per the picture below:



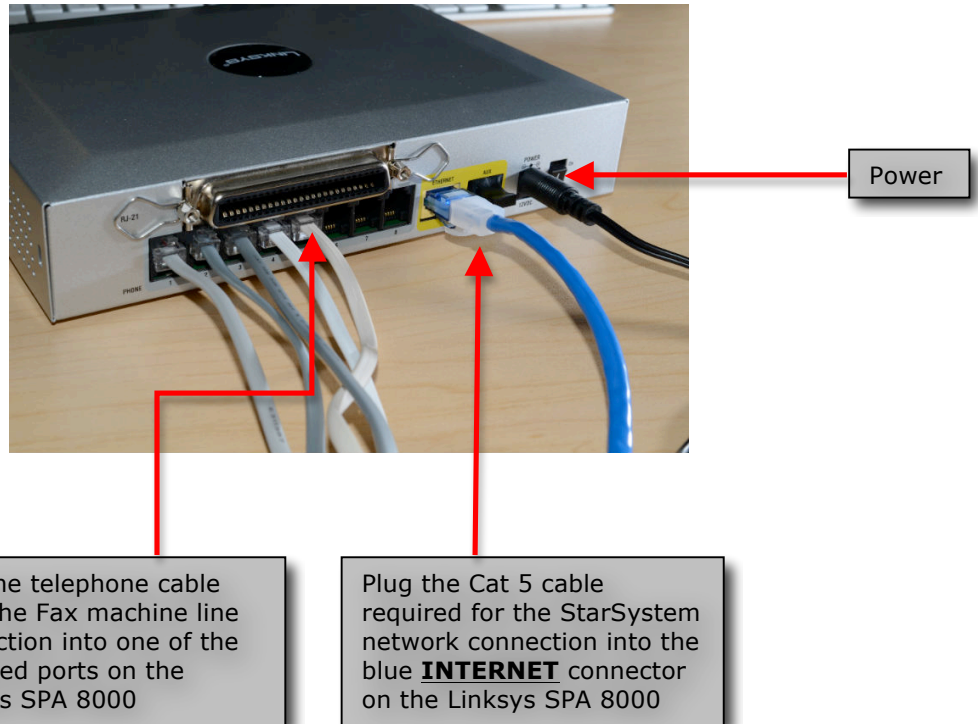
3. When correctly connected (**connect power last**) the device will begin to register.
4. The Green **POWER** and **ETHERNET** LED's will flash.
5. When the **PHONE** LED is on and the **POWER** and **ETHERNET** LED's are on steady the Linksys SPA3102 has registered and StarFax Classic is ready for use (see picture below 3 steady green LED's **POWER**, **ETHERNET** and **PHONE**).
6. (**Note**) if the Linksys SPA3102 ATA device has been configured for Fax and Analog Failover the **LINE** LED will also show steady green.



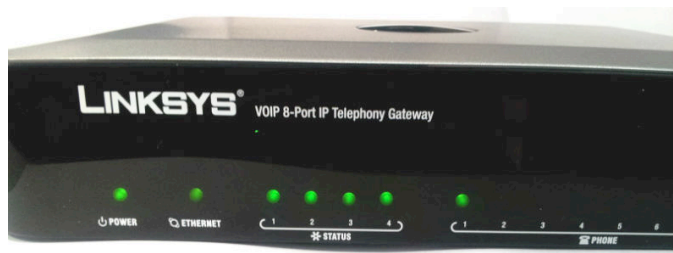
7. The following Fax settings must be applied for StarFax Classic to work successfully:
 - Set the Fax machine speed to 14.4 kbps bps
 - Set the ECM (Error Correction Mode) to **OFF**

Connecting a Linksys SPA8000 ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax Linksys SPA8000 as per the picture below:

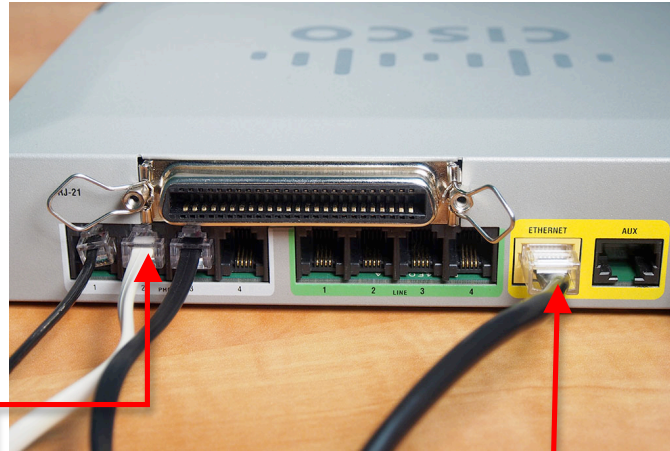


1. When correctly connected (**connect power last**) the device will begin to register.
2. The Green **POWER** LED will illuminate and the **ETHERNET** LED will flash.
3. The four **STATUS LED's** will illuminate sequentially for approximately 60 seconds until all four are steady lit indicating the Linksys SPA8000 has registered and StarFax Classic is ready for use.
4. An LED will light under the Port Number of the configured fax line.



Connecting a Linksys SPA8800 ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax Linksys SPA8800 as per the picture below:



Plug the telephone cable from the Fax machine line connection into one of the assigned ports on the Linksys SPA 8800

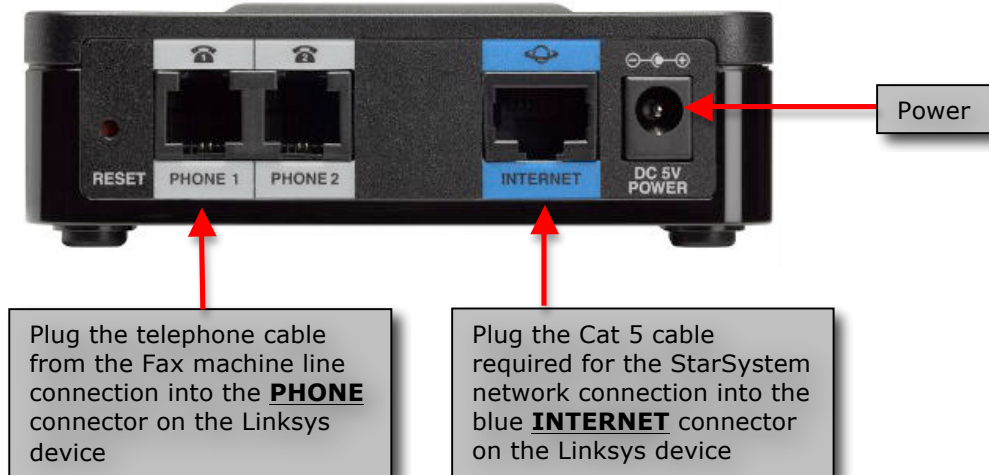
Plug the Cat 5 cable required for the StarSystem network connection into the blue **INTERNET** connector on the Linksys SPA 8800

3. When correctly connected (**connect power last**) the device will begin to register.
4. The Green **POWER** LED will illuminate and the **ETHERNET** LED will flash.
5. The four **STATUS LED's** will illuminate sequentially for approximately 60 seconds until all four are steady lit indicating the Linksys SPA8800 has registered and StarFax Classic is ready for use.
6. An LED will light under the Port Number of the configured fax line.



Connecting a Linksys SPA112 ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax Linksys SPA112 as per the picture below:

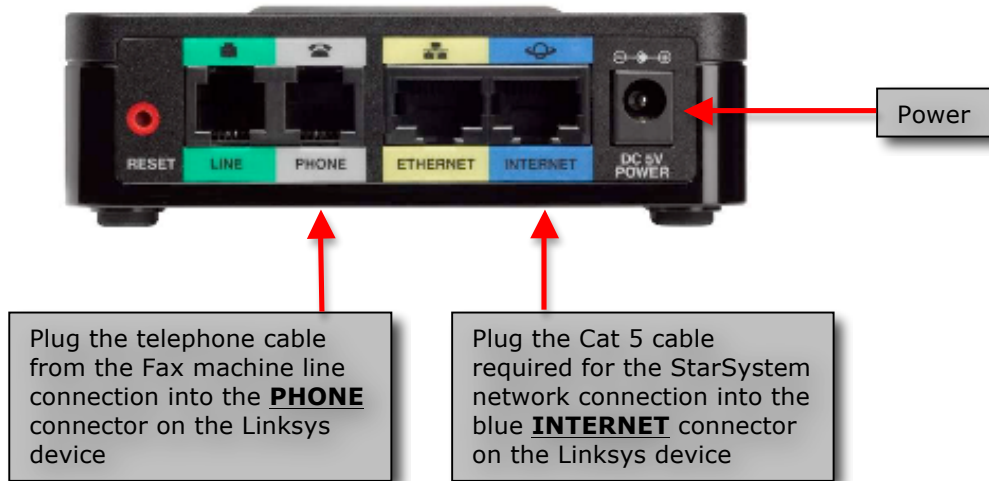


3. When correctly connected (**connect power last**) the device will begin to register.
4. The Green **SYSTEM** LED will illuminate. **Steady green:** System ready, IP address acquired. **Slow flashing green:** Acquiring IP address. **Fast flashing green:** Upgrading firmware. **Off:** No power or system cannot boot up.
5. **INTERNET** LED will illuminate. **Flashing Green:** Transmitting or receiving data through the Internet (WAN) port. **Off:** No Internet connection.
6. When the **PHONE** LED's illuminate steady green and the **POWER** and **ETHERNET** LED's are on steady the Linksys SPA112 has registered and StarFax Classic is ready for use (see picture below: 4 steady green LED's **POWER**, **ETHERNET** and **PHONE**).



Connecting a Linksys SPA232D ATA and Fax Machine

1. Complete the following connections for correct StarFax Classic setup.
2. Connect the Fax Linksys SPA232D as per the picture below:



3. When correctly connected (**connect power last**) the device will begin to register.
4. The Green **SYSTEM** LED will illuminate. **Steady green:** System ready, IP address acquired. **Slow flashing green:** Acquiring IP address. **Fast flashing green:** Upgrading firmware. **Off:** No power or system cannot boot up.
5. **INTERNET** LED will illuminate. **Flashing Green:** Transmitting or receiving data through the Internet (WAN) port. **Off:** No Internet connection.
6. When the **PHONE** LED's illuminate steady green and the **POWER** and **ETHERNET** LED's are on steady the Linksys SPA232D has registered and StarFax Classic is ready for use (see picture below: 4 steady green LED's **POWER**, **ETHERNET** and **PHONE**).



Incoming Fax Retry Mechanism

StarFax Classic has a retry mechanism for incoming fax delivery. That is, for a busy machine it will attempt to deliver every 15 seconds for 3 minutes before sending the fax to the failover mechanism (email with PDF).

The configuration options for retries can be modified from 1 to 9 minutes, 15 seconds can be modified to 30 seconds or 60 seconds.

Note: The retry mechanism is only the inbound fax and only for StarFax Classic.

Go to the Configuration tab in the Star2Star Portal and select the account.


Under **Advanced Settings**, select **Incoming Call Routing/Scheduler**.

PHONE SYSTEM CONFIGURATION

Basic Settings


- [Location Information](#)
- [Additional Location Information](#)
- [Porting](#)
- [New Number](#)
- [StarNet Analyzer](#)
- [Extensions](#)
- [Analog Backup / Operator](#)

Advanced Settings

- [Incoming Call Routing](#) 
- [Automated Attendants](#)
- [Destinations](#)
- [StarCenter Manager](#)
- [Star2Star Application Framework](#)
- [Multi-Queue Monitor](#)
- [StarDisplay for StarCenter](#)
- [StarCenter Recordings](#)
- [Recording Settings](#)
- [On-Hold Options](#)
- [Custom Devices](#)
- [FXS Devices](#)
- [Inbound CallerID Blocking](#)
- [Asset Management](#)
- [StarScope Manager](#)
- [Configuration Summary](#)
- [Print Company Directory](#)

Individual Phone Settings

- [Individual Phone Settings](#)

There are three fax destination options that can be configured in the portal as shown in the following screen shots. (**Note:** Click on the  icon to view the fax destination options).

FAX NUMBERS

Number:	(855) 326-9990 [fax]	
Device:	Linksys3102 Line 1 [105]	
eFax Account:	James	
Number:	(866) 635-1204 [fax]	
Device:	Linksys3102 Line 1 [108]	
eFax Account:	None	
Number:	(877) 564-3845 [fax]	
Device:	Linksys8000FaxPort1 Line 1 [106]	
eFax Account:	James	

Linksys3102 Line 1 [105]

Send eFax Only?

Fax retry wait time (s):

Fax retry total time (m):

Linksys8000FaxPort1 Line 1 [Extension]

Send eFax Only?

Fax retry wait time (s):

Fax retry total time (m):

NormalDisplay: If the user has an eFax account configured and they have not chosen to directly route the faxes to email, this is the display that will be seen.

FAX NUMBERS

Number:	(855) 326-9990 [fax]	
Device:	Linksys 3102 Line 1 [105]	
eFax Account:	James	
Number:	(866) 635-1204 [fax]	
Device:	Linksys 3102 Line 1 [108]	
eFax Account:	None	
Number:	(877) 564-3845 [fax]	
Device:	Linksys 8000 FaxPort1 Line 1 [106]	
eFax Account:	James	

Linksys 3102 Line 1 [Extension]

No efax account configured

Send eFax Only?

Fax retry wait time (s):

Fax retry total time (m):

NoEFaxConfigured: If the user does not have an eFax account configured for a particular fax destination we will display a red warning above the "Send eFax only" option to alert the user.

FAX NUMBERS

Number:	(855) 326-9990 [fax]	
Device:	Linksys 3102 Line 1 [105]	
eFax Account:	James	
Number:	(866) 635-1204 [fax]	
Device:	Linksys 3102 Line 1 [108]	
eFax Account:	None	
Number:	(877) 564-3845 [fax]	
Device:	Linksys 8000 FaxPort1 Line 1 [106]	
eFax Account:	James	

Linksys 3102 Line 1 [Extension]

Send eFax Only?

Fax retry wait time (s):

Fax retry total time (m):

eFaxOnlySet (grey options): If the destination has been configured to send eFax only, the options related to timeouts will be greyed out as they do not apply in that scenario.